

Trans-national comparative matrix (deliverable no. 2.3)

Analytical description of the professional qualifications (training profiles) to be tested in the experimentation (deliverable no. 2.4)



ECVET system for No borders in tourism hospitality European Training and Work

N.E.T. WORK

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Macrocompetence ① = He/she is able to handle the operational running of the department, according to parameters of efficiency, effectiveness and quality

Knowledge: he/she	Skill: he/she	Competence: he/she
<ol style="list-style-type: none"> 1. knows principles and procedures for basic use of ICT 2. knows communications techniques 3. knows sales techniques 4. knows the necessary procedures for room reservations operations 5. knows the hotel mission, as well as the services available to customers 6. knows two foreign languages 	<ol style="list-style-type: none"> 1. optimizes the use of computer tools in the reception service 2. supplies information on the availability of services and the sales terms 3. receives requests for reservations using various communications tools 4. confirms or rejects reservations on the basis of the capacity optimisation plan 5. manages cancellations, over-bookings and changes in reservations 6. is able to communicate with guests in two foreign languages 	<ol style="list-style-type: none"> 1. is able to manage the approach and sales phases <i>(is able to make reservations according to demand and the occupancy and service-distribution plan)</i>
<ol style="list-style-type: none"> 7. knows the methodologies and techniques of the check-in system 8. knows the way to handle emergency procedures 	<ol style="list-style-type: none"> 7. records the arrival on the obligatory documents 8. opens an account and a position for the client 9. finds out the guest's needs 10. communicates company regulations 11. informs new guests about the range of hotel services 	<ol style="list-style-type: none"> 2. is able to manage the check in phase <i>(is able to welcome guests and take care of them)</i>
<ol style="list-style-type: none"> 9. knows established principles for the resolution / satisfaction of customers' complaints, suggestions, needs and expectations 	<ol style="list-style-type: none"> 12. handles complaints 13. manages the procedures for handling correspondence and registering information addressed to the customers 14. takes care of the safety of guests and their property 15. masters communication over the telephone 16. masters procedures in a 	<ol style="list-style-type: none"> 3. is able to manage the "live in" phase <i>(including car rentals, sightseeing tours, reservation and confirmation of tickets to shows, manual and electronic records, delivery of keys or magnetic room cards and providing luggage service, handling telephone services,</i>

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	state of emergency (death, theft,...)	<i>distribution of correspondence, exchange of foreign currency, care of luggage and valuables, etc..)</i>
10. knows the administrative procedures for guest registration 11. knows methods for gathering and reporting statistical data	17. records charges 18. prepares reports and printouts 19. conducts administrative controls 20. applies documentation filing techniques 21. updates the guest database 22. updates occupancy status 23. prepares data on reservations and keeps statistics (receptions and rejections)	4. is able to carry out the activities of registering charges and of administrative and statistical management
12. knows the proper "check-out" procedures 13. knows Reception back office procedures	24. records the departure on the obligatory documents 25. prepares statement of account, concludes and makes out an invoice; 26. authenticates and enters credit and cash payments; 27. exchanges foreign currencies and prepares statement of exchange according to daily rates	5. is able to carry out the activities of the check out phase <i>(namely charging accounts, billing, payment of debts, checks, manual or computer records, collecting keys or magnetic cards and providing luggage services and transport)</i>